

## EMBALMERS/FUNERAL DIRECTORS YEAR END REPORT

<b><u>ACTIVE LICENSEES</u></b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Temporary		1	0	0	0
Embalmers	1099	1147	1155	1127	1063
Funeral Directors	2331	2431	2425	2347	2204
Limited Funeral Directors	11	12	15	14	22
Funeral Establishments	697	695	695	696	681
Preneed Providers	616	612	612	612	569
Preneed Sellers	348	348	348	349	337
Preneed Agents					148
Preneed Funeral Director Agents					971
Retired Embalmers	13		14	0	15
Retired Funeral Directors	39		52	1	34
<b>Total</b>	<b>5195</b>	<b>5262</b>	<b>5250</b>	<b>5145</b>	<b>5995</b>
 <b><u>LICENSES ISSUED</u></b>	 <b>2006</b>	 <b>2007</b>	 <b>2008</b>	 <b>2009</b>	 <b>2010</b>
Temporary Funeral Director	1	1	0	0	0
Limited Funeral Director	1	3	2	8	
Funeral Directors	73	70	60	56	
Embalmers	26	34	34	38	
Funeral Establishments	51	43	24	30	
Preneed Sellers					339
Preneed Providers					574
Preneed Funeral Director Agents					971
Preneed Agents					148
<b>Total</b>	<b>152</b>	<b>151</b>	<b>120</b>	<b>2164</b>	
 <b><u>EXAMINATION ADMINISTRATION</u></b>	 <b>2006</b>	 <b>2007</b>	 <b>2008</b>	 <b>2009</b>	 <b>2010</b>
Missouri Law Examinations	144	81	132	143	329
State Board Arts Examinations	59	76	59	77	72
Embalmer Oral Examinations	21	22	20	24	18
 <b><u>INSPECTIONS</u></b>	 <b>2006</b>	 <b>2007</b>	 <b>2008</b>	 <b>2009</b>	 <b>2010</b>
Inspections	676	660	708	699	678
Violations	85	83	36	38	156
 <b><u>COMPLAINTS</u></b>	 <b>2006</b>	 <b>2007</b>	 <b>2008</b>	 <b>2009</b>	 <b>2010</b>
Total Consumer Complaints	55	46	187	127	44
Investigations - Board Initiated					44
Complaints - Board Initiated					2
Denials					12
 <b>Investigations</b>					
Chapter 436 Investigation	65	25	13	4	52
Chapter 436 Examination of Books & Records	6	4	3	0	0
Chapter 436 Audit		2	1	0	2
Chapter 333 Investigations					5

<u>DISCIPLINE</u>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
License Revocation	3	6	1	0	16
Licenses Placed on Probation	3	10	10	3	15
Licenses Suspended	0	4	9	1	0
Licenses Suspended per § 324.010	0	0	1	12	0
Public Letter of Censure	0	0	0	2	0
Board Permanent Injunction	1	0	1	0	0
Restraining Order, Stipulated Agreement				6	0
Voluntary Surrendered					1

<u>PRENEED SELLER ANNUAL REPORTING</u>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010</b>
Number of preneed contracts reported sold	29,867	17,315	12,504	15,209
Amount a face value of preneed contracts reported sold	\$116,697,797.17	\$76,947,386.84	\$53,703,160.13	\$66,780,707.02
\$ of annual reporting fees collected (\$2 per contract)	\$59,734.00	\$34,630.00	\$25,008.00	
\$ of annual reporting fees collected (\$36 per contract)				\$547,524.00